

CUSTOMER SERVICE

Reference:

**NAVAL RESERVE FORCE CUSTOMER
SERVICE STANDARDS**

MISSION

-SUPPORT TO THE
FLEET... READY
AND FULLY
INTEGRATED

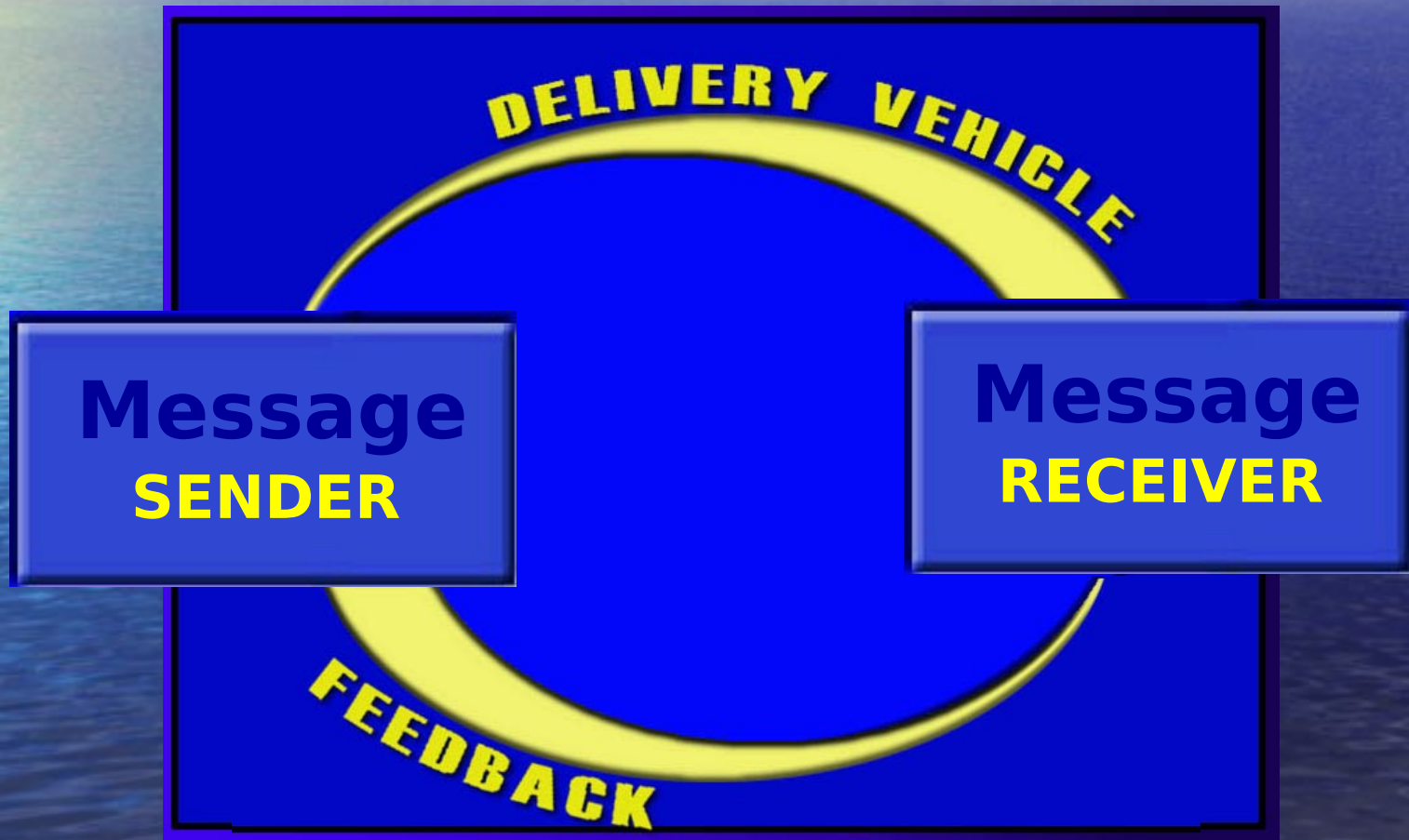
-TRAINING AND
SUPPORT



SERVICE STANDARDS OVERVIEW

- Communications
- Operating Hours
- Travel
- Orders
- Pay
- Uniform Support

TWO-WAY COMMUNICATIONS



TWO-WAY COMMUNICATIONS

- Telephone messages – 1 business day of receipt
- Voicemail messages – 1 business day of receipt
- E-mail messages – 1 business day of receipt
- Mobilization – 24 hours of receipt of orders
- Customer feedback forms

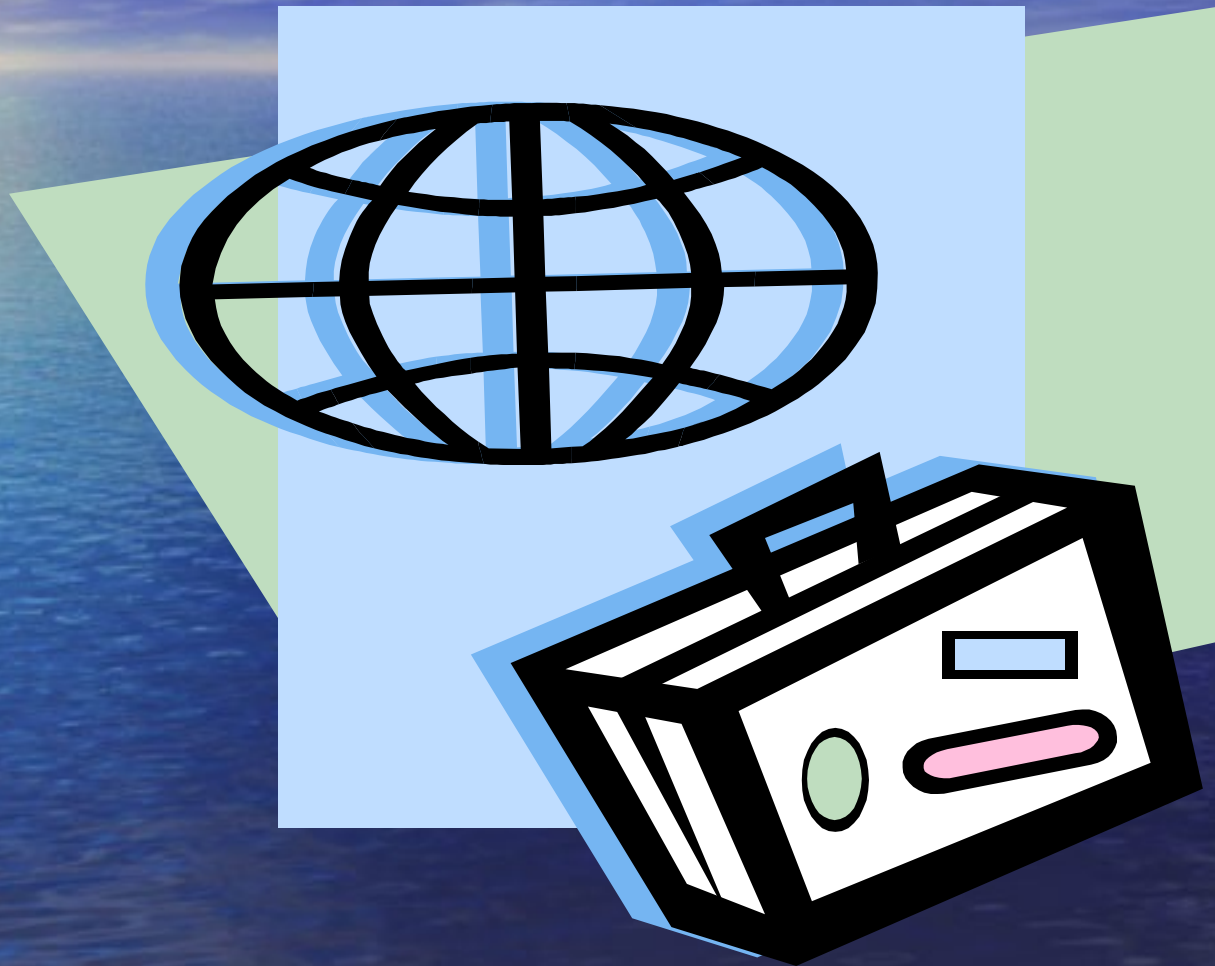
OPERATING HOURS



OPERATING HOURS

- Core business hours
- FTS staff

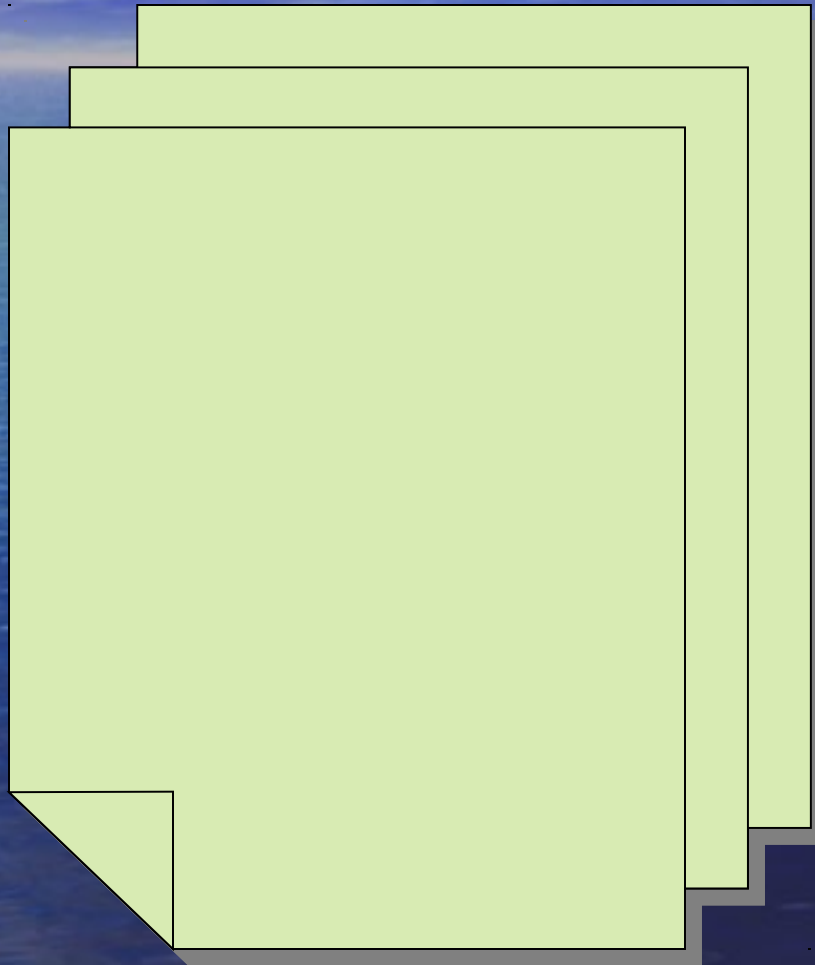
TRAVEL



TRAVEL

- GTCC activation - 5 days prior to travel
- GTCC deactivation - 1 business day following completion of travel
- Travel claims - submitted 5 days upon completion
- Forwarded to PSD - 2 business days
- Liquidation - 10 days of receipt

ORDERS



ORDERS

- Travel requests - 1 business day of receipt
- SATO itineraries - 24 hours of receipt
- Fund Approvers - 1 business day of receipt

PAY



PAY

- Pay - 3 days of completion of the drill date
- Pay problems - immediately logged and resolved within 30 days

UNIFORM SUPPORT



UNIFORM SUPPORT

- Initial Seabag orders - 1 business day after request is received
- Uniforms - received within 2 weeks of ordering and returned to the member within 30 days

SUMMARY

- You can't always provide customers with everything they may request, but you can always give the good service
- If you have any questions or comments on Customer Service and how to improve it within the Naval Reserve Force contact:

CAPT Garrett (CNRFC N00Q)
Special Assistant for Customer Service
(504) 678-5678